

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION
VOLUNTEER COORDINATOR

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future professional positions located within the classified service. Positions allocated to this classification spend the majority of the time overseeing the development and coordination of volunteer services and activities within institutions and other establishments operated by the State. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future. Rather, it is designed to serve as a framework for classification decision-making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the classification concepts and definition of this specification, or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards, or factors; statements of inclusion and exclusion; license or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

The positions in this classification are professional social services positions located within the classified state service and are found in the Department of Health Services, the Department of Corrections, the State Historical Society the Department of Military Affairs, the Department of Veterans Affairs and The Board on Aging and Long Term Care. Within the Department of Health Services these positions function as the institution's volunteer program coordinator developing, planning and implementing an ongoing program of volunteer services within an institution. Within the Department of Corrections these positions function as the juvenile institution's foster grandparent coordinator responsible for planning, developing, implementing and coordinating a program that provides opportunities for low income persons participating in the foster grandparent program. Positions at the Department of Military Affairs coordinate volunteers for the National Guard Challenge Academy. These are positions that coordinate volunteers that mentor cadets in the program as well as positions that coordinate recruitment of the participants of the program. Positions in the Department of Veterans Affairs coordinate volunteers serving members at the Agency's Veterans Homes. Incumbents within the Volunteer Coordinator classification of the Board on Aging and Long Term Care manage a specific region of the Volunteer Nursing Home Ombudsman Program. Incumbents in this classification

administer a volunteer service program and coordinate the provision of volunteer advocacy services within the overall programming of specific skilled nursing homes within that region. Positions allocated to this classification must meet the definition of professional employee, as defined in s. 111.81(15) Wis. Stats.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which meet the statutory definition of supervisor and/or management as defined in Wis. Stats. 111.81(19) and (13) as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions that do not meet the definition of professional, as defined in s. 111.81(15), Wis. Stats., as interpreted and administered by the Wisconsin Employment Relations Commission.
3. Positions which, for a majority of the time, do not coordinate a Foster Grandparent Program within a juvenile correctional facility.
4. Positions that develop and/or deliver activities and programs that are designed to enhance the life skills and employability of cadets within the Challenge Academy, and are more appropriately classified as Cadet Specialist Entry, Objective, (Lead).
5. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions within this classification by competition.

II. DEFINITION

VOLUNTEER COORDINATOR

Positions in this classification are responsible for the recruitment of volunteers or foster grandparent participants, or National Guard Challenge Academy participants and/or their mentors and perform planning, coordination, scheduling, and oversight of volunteer/participant activities at a state operated mental health institute, a juvenile correctional facility, a facility for the developmentally disabled, the National Guard Challenge Academy, a Veterans Home or the Board on Aging and Long Term Care. Positions allocated to this classification plan and execute a program for the recruitment, orientation, training, placement, and supervision of volunteers/participants, explore needs for volunteers/participants and plan placements in cooperation with supervisors of other services. Positions may be responsible for conducting group and individual in-service training and recognition programs for volunteers/participants and assist the volunteer/participant in identification with institution/facility programs and mission. Positions participate in the public information and public relations programs of the facility, interpreting needs and identifying areas where volunteer/foster grandparent services are desirable. Positions develop administrative procedures and maintain records necessary for administration of an effective volunteer program and may perform a variety of miscellaneous activities which are closely related to the interaction of the community to clients/inmates within the institution or program.

Representative Positions:**Volunteer Program Coordinator**

Department of Health Services, Division of Long Term Care: Administers a comprehensive volunteer program within a Center for the Developmentally Disabled through coordination of direct volunteer services and donated items as a supplement to other departments, goals, and budgets. Responsible for recruiting, screening, orienting, and training and scheduling volunteer workers in a broad range of activities. Develops and coordinates programs designed to encourage volunteer participation and general community interest. Performs public relations activities in the recruitment of volunteers, public speaking activities, and the coordination and promotion of special events.

Department of Corrections, Division of Juvenile Corrections, Lincoln Hills/Copper Lake Schools: Reports to a Corrections Unit Supervisor; coordinates the Foster Grandparent Program for the school. Functions as a liaison between foster grandparents and institution staff; recruits, hires, orients, trains, and interviews and supervises foster grandparents, determines income eligibility, completes reference checks, facilitates background checks, and makes work assignments. Completes budget reports and manages grant expenditures, and submits reports as necessary.

Department of Military Affairs, National Guard Challenge Academy: Recruit, screen and recommend selection of “at risk” youth for voluntary entry into the academy and/or recruit, screen, recommend and provide oversight to volunteer mentors at the National Guard Challenge Academy.

Department of Veterans Affairs: Veterans Home-King: Position administers the volunteer program and coordinates all on-campus special events and visits from external organizations, dignitaries and veteran service organizations. The position recruits, trains, places and supervises volunteers; conducts and coordinates group and individual volunteer on-boarding and in-service training; conducts all volunteer recognition events, and is the primary point of contact for the Volunteer Program. At the Veterans Home-Union Grove, this position serves as a key member of the Activities Department and the overall interdisciplinary care team. The incumbent provides daily program direction, administration and coordination of individual volunteers and community/civic groups, including promotion of the program in the community. Duties include planning and coordinating special events and finding ways volunteers and groups can enhance the activity programming of resident members.

Board on Aging and Long Term Care: Under the supervision of the Volunteer Services Supervisor, the Volunteer Ombudsman Program Coordinator implements and manages the Nursing Home component of the Volunteer Ombudsman Program for an assigned region of the state. This includes: outreach, public speaking and education for recruitment, placement, training and managing the Board on Aging volunteers assigned to the nursing homes in the region. The Coordinator places appropriate and qualified Volunteer Ombudsmen in nursing homes to advocate for residents by listening to the residents, being the voice for the residents, making observations, assisting residents to resolve concerns related to quality of life and care, and supporting Residents Councils.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification was modified on March 2, 2008 and announced in Bulletin OSER-0183-MRS/SC in order to reflect a change in the duties of the representative position at the Department of Corrections from coordinating contacts between the inmate population and the community to coordinating the foster Grandparent Program for the Ethan Allen School and also to add representative positions at the Department of Military Affairs and the Board on Aging and Long Term Care.

This classification series was modified effective October 4, 2015 and announced in Bulletin DPM-0411-CC/SC to update definition language and representative positions.

ILW/TB
CM/SP/JLR/TK/SS/DM
23700